

NEWS RELEASE

FOR IMMEDIATE RELEASE

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National Public Safety Telecommunicators Week

Mayor Proclaims April 13-19 to Recognize Telecommunicators

SEGUIN, Texas – Mayor Don Keil has proclaimed April 13-19 as “National Public Safety Telecommunicators Week” in the City of Seguin. The proclamation was presented Wednesday at the Seguin Police Department Call Center.

“These men and woman perform extraordinarily well in a fast-paced and stressful environment,” Mayor Don Keil said. “I admire their professionalism and dedication in providing such a vital service to citizens.”

The Communications Division serves as a full-time support entity to the Seguin Police Department. Staffed by 11 full-time, civilian dispatchers, one civilian assistant supervisor and one civilian supervisor, each member is equipped with the skills, knowledge and expertise in responding to the needs of the community, providing maximum safety to the police officers, fire and EMS responders and assisting other team members within the City.

The center is staffed 24 hours a day, seven days a week, 365 days a year and is equipped with state-of-the-art equipment including a computer-aided dispatch system, VHF radio system, Enhanced 911 phone system and a National Crime Computer. Each

telecommunicator is licensed by the State of Texas and certified Emergency Medical Dispatchers.

The Enhanced 911 technology not only instantly provides the location address and phone number from where the call was made but also allows cellular phone callers to be located using latitude and longitude coordinates.

The dispatcher is the critical link between the individual in need and the responding officers. Being a member of the Communication Division is extremely rewarding, as each team-member exhibits pride, dedication and integrity as well as top-notch customer service to residents and visitors of Seguin.



Mayor Don Keil presents a proclamation for “National Public Safety Telecommunicators Week.” Pictured left to right: Mayor Don Keil, Telecommunications Supervisor Shannon Dukes, Dispatchers Amber Logan, Gloria Ortega, Jennifer Sinwich, Denera While, Kristen Fatta, Christina Neitch, Mike Abrego and Rick Anderson.

About the City of Seguin

Seguin, Texas is located along Interstate 10, about 35 miles east of San Antonio. Seguin is big enough to boast a top-rated university and a state-of-the-art hospital. More than 25,000 residents enjoy a range of cultural, recreational, and employment opportunities. Seguin’s robust diversified economy features a steelmaker, a manufacturer of automotive parts and plants making roadside mowing equipment and building materials. In 2009, Seguin was proud to be selected by Caterpillar as the site of a major new engine manufacturing facility.

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